Pass the Mic:
Managing your response in challenging situations

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Inside Out
(Pixar, 2015)
Characters/Emotions

- Joy
- Sadness
- Anger
- Fear
- Disgust
Character Development

- Dacher Keltner, PhD.
- Prof. of Psychology at UC Berkley
- Founder/Director of Greater Good Science Center
- Study on power
• **How would you define “power?”**
  – Power is simply the ability to influence others
    (French & Raven, 1959).

• **How would you define power in the workplace?**
  – Bestowed power – given by position or title
  – Power earned when demonstrating expertise
    (Lister, 2019)
How to Find Your Power  (Keltner, 2016)

- Not taken through force
- Given by groups
- Based on trust
- Willingness to be influenced
- This power provides ability to make lives better or worse
It’s been said,
The Voices/Emotions on the Board

- Patience
- Anger
- Hurt
- Wisdom
- Kindness
- Fear
- Apathy
Time to Practice

Pass the Mic
How would each board member respond? Who actually gets the mic?

SCENARIOS

(RIVAS, 2019)
Scenario 1

- A co-worker has an annoying habit and you can’t stand it anymore.

- Drama potential: Obsessively clicking pens. Playing music too loudly. Chewing gum like a cow munching on grass. They may seem like small habits, but they become unnerving when you have to put up with it all for eight hours or more on a daily basis. If you keep it all in, you may just lose it.
Scenario 2

- You suspect someone at work is working against you or talking about you behind your back.

- Drama potential: Your paranoia gets the better of you. You’re put in defensive mode, and you begin actively working against the purported offender.
Scenario 3

- A co-worker or superior makes an inappropriate physical advance.

- **Drama potential:** Similar to the broken office romance--but with potentially more nasty consequences--the unwanted pass can spawn gossip, discomfort, or even personal danger.
Scenario 4

- You’re asked to work on a collaborative project with co-workers with whom you don’t see eye-to-eye.

- Drama potential: Group projects can be trying because in order for a group to work effectively, there needs to be a good mix of leadership, people willing to take direction, and so on. Most of the time, groups aren’t formed on such a basis, so there will always be group members butting heads. Sometimes group disagreement can escalate to extreme levels.
Scenario 5

- Work is tough, and you have a desire to vent.

- **Drama potential:** What starts out as innocent venting about the trials of work can turn into full-blown complaining. A constant whiner will not only get a bad reputation at work, but he will also foster a very negative work environment. This slows productivity. And people will eventually have only you to complain about.
When faced with a challenging situation, think:

B.A.R.
Breathe → Acknowledge → Respond
https://www.surveymonkey.com/r/PassTheMic1